

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: IDAHO

ELIGIBILITY CONDITIONS AND REQUIREMENTS

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Process for Investigations of Complaints and Monitoring

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The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

Idaho employs the following process for investigation of complaints of violation of requirement by nursing facilities and monitoring on-site on a regular, as needed bases a nursing facility's compliance.

The Licensing and Certification program conducts the following activities in Long Term Care Facilities either alone or in combination:

- 1. Full Surveys
- 2. Follow-up Surveys
- 3. Complaint Investigations
- 4. Monitoring Requirements

In response to the three cited examples:

- (i) In a case where the facility has been found not to be in compliance with requirements and is in the process of correcting deficiencies to achieve compliance, monitoring requirements could be set to have the facility report on progress being made toward compliance. A follow-up visit would be scheduled to observe that all deficient areas are addressed and resolved depending on the specifics of the situation.
- (ii) In a case where the facility is found not to be in compliance, later comes to compliance but verification of continued compliance is indicated, one or more unannounced follow-up visits would be scheduled to verify continued compliance depending on the specifics of the situation.
- (iii) In a case where the State had reason to question the compliance of a facility, any of the above mentioned activities could be appropriate depending on the situation.

Please note that the Department has the responsibility for following up on all complaints and on all cited deficiencies, and the above-mentioned program activities are utilized to accomplish this as appropriate.